
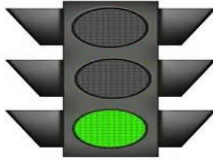


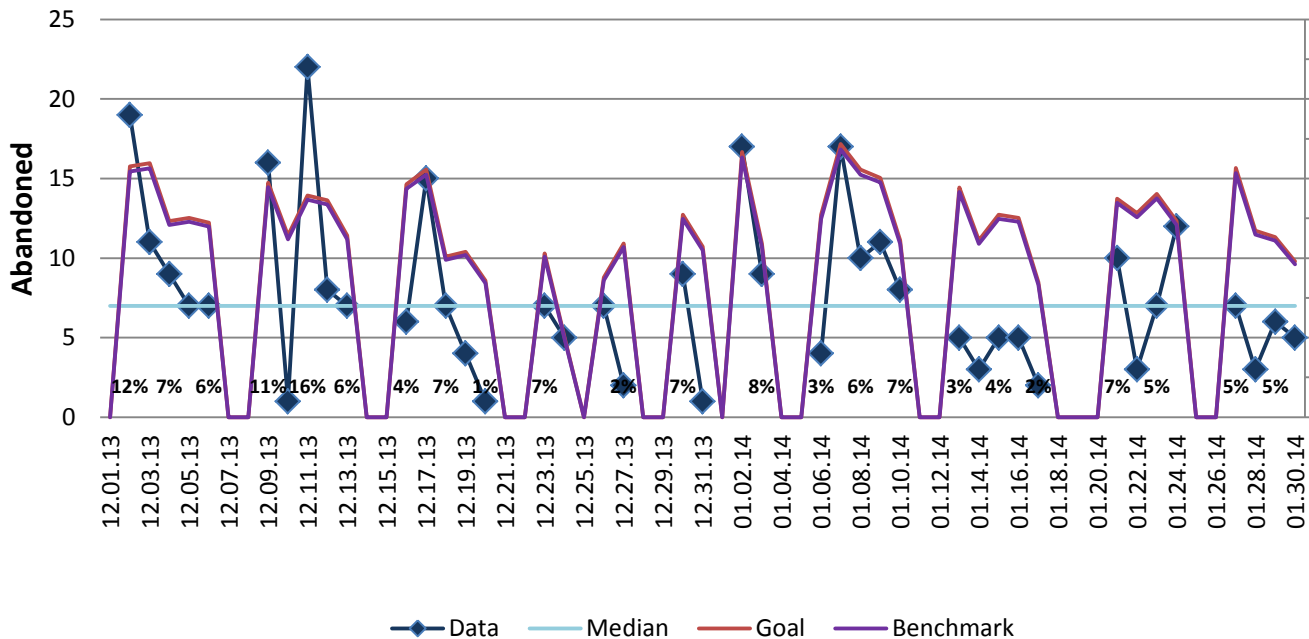
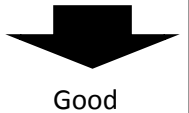
# Service Desk Abandoned Calls

## Information Technology

### 3/18/2014

Measurement method		Why measure?		What is our goal?	
Dividing the calls that enter the MTS queue and leave before being answered by the total number of calls received.		To ensure availability to have service issues addressed.		No more than 10% of the calls routed to the Service Desk are abandoned.	
How are we doing?					
12.31.13-01.30.14 1 Month Goal	12.31.13-01.30.14 1 Month Total		01.30.14 Goal	01.30.14 Actual	
271	150		10	5	
Abandoned	Abandoned		Abandoned	Abandoned	
			Performance Stoplight Key		
			Red Light = Off Goal		
			Yellow Light = Approaching Goal		
			Green Light = Meets Goal		
			No Lights = No Goal/No Data		

## Service Desk Abandoned Calls



LOUISVILLE METRO  
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